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Section Addresses

Web Site

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ASQ MISSION

To facilitate continuous improvement and increased customer satisfaction by identifying, communicating, and promoting the use of Quality Principles, Concepts and Technology.

A Message from Our Chair



The ASQ Phoenix Section has created a new partnership with the Challenger Space Mission Phoenix organization. So why partner with them? I would like to take a few minutes to highlight some key aspects of our joint challenges and opportunities.

ASQ Goal: Gift of Quality. Enhance the ASQ brand by supporting the use of quality to make the world and our community a better place.

ASQ Education Division Goals:

- To network to improve student success at all levels
- To show how quality thinking can improve solutions to current educational challenges such as preparing students as leaders in the 21st century, and improving STEM (science, technology, engineering, and mathematics).

The Challenge:

America consistently ranks poorly against its global classmates in STEM subjects, placing 25th in math and 17th in science out of 31 countries ranked by the Organization for Economic Cooperation and Development. Only about 18 percent of high school seniors perform at or above proficiency in science subjects, according to the National Math and Science Initiative. These alarming numbers are forcing America to go back to the chalkboard and evaluate where we stand in an evolving STEM world.

STEM education—science, technology, engineering, and mathematics—is vital to everyone, and is a part of every aspect of life. From the science of the natural world we live in, to the technology we use every day that entertains and sustains us, to the engineering that designs our surroundings and dwellings, to the math that runs our finances and businesses, it exists in everything.

Solution:

ASQ’s Phoenix 704 and the Challenge Space Center of Arizona share common interests in providing learning, knowledge, ideas, and concepts through science, technology, engineering and math (STEM) for improving our world. We just entered into an MOU and donated \$2,000 to promoting and expanding a framework to inspire, excite and educate people of all ages about the use of the tools and practices (STEM) to make our world work better.

Approach:

STEM Education is an approach to motivate students for the workforce and post-secondary education in the fields of science, technology, engineering and math. Students discover a deeper understanding of each subject by applying the knowledge and skills typically learned in one subject to the others. STEM Education helps students gain a solid foundation of critical thinking skills that can be applied in real-life situations.

The Challenger Space Center Goal:

- Through the simulated space programs students use space exploration as a theme to create learning experiences that raise their expectations of success, cultivate a long-term interest in STEM topics and motivate them to pursue careers in these fields.
- Increase student’s abilities to translate their science, math and reading comprehension necessary for achievement on their job.
- Additionally, teachers are able to view how students translate the lessons that have been addressed in school to an application of the topic. The opportunity to access students learning in action can provide a means for the teacher to address weakness or strengths he/she may see in her student’s understanding of a science or math concept. This type of formative assessment is a unique feature of the Challenger simulated missions.

Mutual Benefits:

- Contribute to a better learning environments and outcomes
- Encourage quality tools/practices through STEM
- Improved community outreach to K-12 students

For more information about the Challenger Space Mission Program visit their website: <http://azchallenger.org/>

Roger Forsyth
ASQ Phoenix 704, Chair

0704 Phoenix Section Program Schedule

Contact us to recommend a speaker, program, topic or workshop. Meeting topics are subject to change. Check our web site for the most up-to-date information.	
Month	Program 6:00p.m. – 8:00p.m
July 12, 2016	Improving Strategy Deployment using Business Process Excellence Bob Mitchell, QualityBob Consulting, LLC
August 11, 2016	ISO 9001:2015 What's it All About? Walter Tighe, President Sustaining Edge Solutions, Inc.

**Official Newsletter of “The Valley of the Sun,” Phoenix, Arizona Section 0704
July 2016**

Executive Committee Meetings are held via teleconference, the first Tuesday of each month, and via quarterly face-to-face meetings.

ASQ Phoenix Section 2016 Executive Committee

Section Chair Roger Forsyth	Vice Chair Stephanie Thomson
Secretary Tim Lane	Treasury David Gibson
Arrangement Chair Jennifer Kirsten	Audit Chair Shruti Shyamani
Education Chair Matt Kas	Membership Chair Open
Newsletter Editor Walter Tighe	Nominating Chair Donna Horton
Placement Chair Andy Hodges	Web Liaison/Program Judy Herrmann
Program Tim Williams	Publicity Chair Barbara Haney
Voice of Customer Chair Jack Evenson	Recertification Chair Bertha Franco-Willis
Scholarship Chair Gene Dufoe	Student Branch Stephanie Thompson

ASQ 0704 Phoenix Arizona Section

GENERAL MEMBERSHIP MEETING

THURSDAY, July 14, 2016

Meeting Agenda

- 6:00 – 6:25 Arrival / Networking
- 6:30 – 6:45 Welcome and Introduction of Visitors / Executive Committee Update
- 6:45 – 7:45 Speaker Presentation
- 7:40 – 8:00 Questions / Wrap-up
- 8:00 Adjourn

Food, coffee and water are available

Meeting room:

No RSVP needed, all meetings are free and open to the public.

For questions visit
www.asqphoenix.org or email
asqphoenix0704@gmail.com

MEETING LOCATION:

Edward Jones Training Facility

**8333 S. River Parkway
Tempe, AZ 85284**

[VIEW MAP HERE](#)



Our Web Liaison/Program Coordinator, Judy Herrmann has created a Survey Monkey survey to solicit feedback on which improvements are needed for our Chapter Website. The survey is open to Members until 7/31/16.

[Website Feedback Survey](#)

actual url: <https://www.surveymonkey.com/r/TLBFHZ9>

Topic

Improving Strategy Deployment using Business Process Excellence

Abstract:

“A mediocre strategy well executed is better than a great strategy poorly executed.” - Unknown

Countless organizations spend enormous amounts of time and money developing its strategic plan only to see it collect dust sitting on shelves. Larry Bossidy, former AlliedSignal CEO, coauthored the best-selling book *Execution: The Discipline of Getting Things Done*, in which the authors declared, “Strategies most often fail because they aren’t well executed.” The new definition of Quality is “Brilliant Customer Experience”. The new role of Quality is innovation.

In my presentation today I hope to convince you of the value of Hoshin kanri and business process excellence methodologies to effectively deploy and execute one’s strategic plan in pursuit of excellence. I will also present one example of a strategic planning process that has delivered breakthrough organizational results for two not-for-profit volunteer member leader-driven organizations.

Bob Mitchell has made his presentation available so that members can print it out ahead of his talk. I put a link to it on our home page, as well as the meetings page. Would you please add this announcement to the July bulletin.

Here is the link. [July ASQ presentation](#)

Speaker



Robert ‘QualityBob’ Mitchell is the sole proprietor and trainer / coach / consultant with QualityBob Consulting, LLC.

Bob retired from 3M Company in May 2015 after 35 years of service. His wife, Patti, and he sold their home in Woodbury, MN last June and permanently settled here in Phoenix. They spent the last nine months completely renovating their Phoenix home. They enjoy travel, good coffee and fine wine.

Bob retired from 3M as a senior leader in 3M Corporate Quality where he managed 28 Lean Six Sigma Coaches (Technical MBBs and degreed statisticians) and Quality Management professionals. Bob has extensive, diverse experience in quality methods, processes and tools, Lean, Six Sigma, ISO, statistics, commercialization, strategic planning and change management.

Bob loves to teach and has delivered training, coaching and consulting to 3M management and technical staff in over 100 facilities in more than two dozen countries around the globe. Bob is an active volunteer and member leader of ASQ for 30+ years, having served as chair of the ASQ Statistics Division and chair of the Minnesota ASQ Section (ASQ's largest section). Bob has professional certifications of CQA, CQE, CMQ/OE, is a Fellow of ASQ, and is one of the original ASQ “Influential Voices of Quality” blogger.



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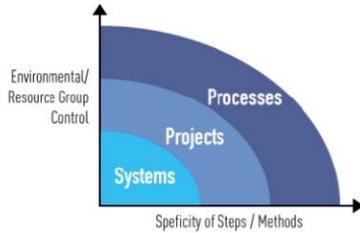
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World Quality Month Survey

World Quality Month takes place each November. Tell us what you think of this event and how we can help you celebrate! This brief survey takes just a few minutes. Your feedback helps us raise awareness of quality and quality professionals. [Take the survey.](#)

UNIFYING THEORY OF WORK MANAGEMENT



Systems Management to Launch the Next Era of Quality

The professional advancement of systems thinking has been almost entirely relegated to their use as control mechanisms for the comprehensive and top-down leadership frameworks of ISO and Baldrige. However, there is a matched partner to systems thinking in systems science—the documentation and improvement of systems. [Read the article.](#)



Tool of the Week: Quality Function Deployment (QFD)

When you are working to determine what you need to satisfy your customers, then the tool of choice is quality function deployment or QFD. [Access the tool.](#)